

Frequently Asked Questions

IDENTITY AND ACCESS MANAGEMENT

What is Identity and Access Management (IAM)?

IAM offers a simplified authentication system that citizens and state employees can use to easily access government services and systems online. IAM makes sure that the right people can access the right services at the right time. This IAM service is very low maintenance, with self-service portals for registration, password reset, managing user accounts, and other centralized functions.

The State of Minnesota's Identity and Access Management (IAM) is a federated solution that will provide statewide access control policies and standards for individual access to government systems and applications. It also offers a consolidated IAM hardware and software architecture, resulting in: improved business process efficiencies, security, and governance; standardized and automated access control and audit capabilities; and simplification of end-user and administrative identity management functions.

What is SICAM? How is it related to the enterprise IAM service?

The IAM service participates in a National Association of State Chief Information Officers (NASCIO) program that provides a roadmap and implementation guidelines for statewide identity management. This program is called SICAM—State Identity Credential and Access Management—and provides a roadmap that outlines a strategic vision for identity, credential and access management efforts across state governments. It emphasizes the importance of implementing the SICAM architecture and services in support of the challenges associated with trust, interoperability, security and process improvement.

Who is eligible for this service?

Minnesota state government entities and Minnesota State Colleges and Universities (MnSCU) are eligible for the IAM service. The University of Minnesota, all counties, and cities are not covered under the agreement.

Is IAM a federated service? What is a “federated” solution?

This IAM solution will provide “federated” capabilities to those entities whose business needs dictate such a requirement. In the context of identity management, federation is the trusting of a person's or system's credentials between different IAM systems. This means that if a person obtains/registers an identity through Minnesota's IAM, they are issued a token (also called a credential). If that person needs to access an application in another entity (e.g., the Federal government), then that entity must “trust” the Minnesota-issued token. Then, this “trust” between entities may also exist between the state and a county or city government, or from one state to another (such as when states compare drivers' license information), or between government and private organizations in the future.

What are the benefits of using an enterprise solution for IAM?

Traditionally, each agency used a different solution to provide access to applications and systems. This new enterprise service consolidates and simplifies the process with a common shared framework. Everyone benefits, from state employees who need to access payroll and benefits, to state business partners and citizens seeking state services and support. Enterprise and business benefits include:

- Cost savings for all state participants from economies of scale, standardized maintenance, and security products available through an existing enterprise agreement with Oracle
- Improvements to the State of Minnesota's overall security profile
- Compliance with IT security best practices
- Reduced security risks using proven industry-standards for user-authentication

- Ensures regular maintenance updates/patches
- Login IDs and passwords are unique to each individual, so a single ID can be used to access any authorized, authenticated online services for citizens, business partners, and state employees
- Real-time, cost-effective identity proofing that validates the actual identity of each user
- A highly reliable service
- Data privacy assurances and compliance
- Implementation support and assistance for your organization
- The service includes OET Service Desk support 24x7x365

Are there any other incentives for adopting IAM?

Besides the incentives inherent in meeting federal guidelines, agencies realize cost savings in operations, service and support. Other benefits include increased confidence through improved security, disaster recovery and business continuity, reduced credential confusion, and environmentally-friendly energy reductions.

What are the business drivers for adoption of the new IAM service solution?

State government entities find several reasons for using IAM:

- Savings for basic operations, service and support
- Increased confidence in disaster recovery, continuity, and energy-conscious efforts
- Improved security and user satisfaction, with decreased credential confusion

What about data privacy?

IAM is compliant with all applicable state and federal data privacy regulations for data.

Is this identity solution part of the future for information technology security?

As technology becomes more essential for citizens and state employees, demand is growing for easier, more seamless access to government systems. As technology use increases, so do the efforts of cyber criminals who are using increasingly advanced tactics. Therefore, the need for security systems, such as IAM, have become part of fast-growing, evolving efforts to meet the needs for both easy access and protection for citizen data and for state data and systems.

How do end-users get technical support?

The IAM service minimizes the need for end-user support, by offering features such as self-service portals for registration, password reset, managing user accounts, and other centralized functions. If an end-user does need assistance, the service allows delegated administration, which means that an agency provides the first contact support for its applications.

For more information, please visit the [Office of Enterprise Technology website](#) or contact a representative.

OET Client Relations

651-296-4466

oet.services@state.mn.us

Jim Steinwand, Technical Manager

jim.steinwand@state.mn.us

Gary Ostrem, Product Manager

gary.ostrem@state.mn.us

